

Subject: Re: Followup on homeless issues, Koreatown, Garden Suite Hotel
From: Steve Houchin
Date: 03/16/2016 08:05 AM
To: Shawn Dudley
CC: Sean Samju <seansamju@yahoo.com>, Mike Russell <mike@wilshirecenter.com>, Joe Cirrito <37426@lapd.lacity.org>, John Ashpaugh <31401@lapd.lacity.org>

Good Morning Shawn,

I'm very sorry to hear about these issues. Would you be available to meet with me and LAPD at your location tomorrow (Thursday), between 9:00 am and 1:00 pm? It will give us an opportunity to discuss these issues in detail. Our officers focused on homeless activity (Officers Cirrito and Ashpaugh) may also be stopping by your location today if their schedule allows.

I'm also copying Wilshire Center BID's Executive Director, Mike Russell, to clarify any issues with the BID's security team and how to reach them. I'm sure it's just a miscommunication ... Mike and his team have been doing great work in the area.

Please let me know if tomorrow will work. If not, we can find a time next week.

Thank you,
Steve

On Tue, Mar 15, 2016 at 3:21 PM, Shawn Dudley <sdudley@gardensuitehotel.com> wrote:

Hello Steve,

My General Manager, Sean Kim, asked me to contact you and describe the current business climate at our hotel in regards to the homeless problem in the neighborhood.

We are seeing an increase in the number of homeless residents that are semi-permanently staying within a 1 block radius of the hotel on a daily basis. The side of the hotel (which faces Ingraham St.) is becoming a near encampment, 24 hours a day there are multiple homeless people either sleeping or storing their belongings along side of the hotel. We are constantly having to clean up trash and human excrement around the hotel. We also frequently have to remove homeless from our restrooms (we found a naked woman literally taking a bath in the sink last month). Our hotel guests are complaining, every single day. They are mentioning the homeless in our hotel reviews.

Sadly, we are powerless to respond to the complaints of our guests. We cannot physically move these people even if they are leaning up against the side of our building. The police are frequently called but never show up, if it's not an emergency situation they aren't coming. The local Wilshire security patrol are almost never around, their phone number has been disconnected. This entire block from Ingraham to 7th st on Western blvd gives the entire neighborhood a bad name. If they aren't sleeping on the sidewalk beside the hotel they are hanging out in front of the McDonalds next door or at Ralph's across the street.

I'm sorry to bother you with this issue but we're getting frustrated, it seems there are no answers to these problems and no option to appease our customers. Our business is suffering, the neighborhood is constantly being referred to as "unsafe" in customer reviews and we really don't know where to turn for assistance.

If you have any contacts with agencies that might be able to take a look at the homeless situation on this block and provide assistance please let me know.

Sincerely,

Shawn Dudley
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